



OBJECTIVE

To work for an organization that gives a scope to enhance and contribute my knowledge and utilizing my skills towards the growth of the organization.

EDUCATION

2014 - 2019

COLLEGE FOR RESEARCH & TECHNOLOGY OF CABANATUAN, PHILIPPINES

- **BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY (DEGREE)**
- Citation for Commendable Capstone Project 2019

PERSONAL SKILLS

An organized, results-oriented customer service related with an excellent track record of significantly increasing service quality, sales and customer base. Outstanding communication, relationship building and influencing skills; competent in building customer relationships which inspire confidence and loyalty.

FLUENCY

- English
- Filipino (Tagalog)

MARK LOUIE S. DELA VEGA



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Delma House 501, King Faisal St., Sharjah, U.A.E.

PROFESSIONAL SUMMARY

- Experienced in a customer service environment with a little bit of sales and finished a one contract with excellent track record in a competitive number one leading fast-food chain in the Philippines.

Key Achievement: Dining Keen for the Month of May, 2016

- Two-time experienced in front and back-end administrative internship who conducts problem solving and troubleshooting. Also conducts technical help to colleagues if required.

TECHNICAL SKILLS

- Proficient in Microsoft Office
- Operating Systems and Systems Analysis
- Computer Troubleshooting

EMPLOYMENT HISTORY & INTERNSHIPS

- **SERVICE CREW** **FEBRUARY 24 - JULY 27, 2016**
Honeycomb Food Center, Inc. (Franchisee of Jollibee Foods Corp.)
SM Megacentre, Cabanatuan City, Philippines
 - Responsible on assisting and deliver the customers' needs, maintaining the restaurants' cleanliness and closing the restaurant through cleaning and provides excellent customer service at all times.
 - Front liner service crew, cashiers' assistant and taking orders
- **BACK-END INTERN** **DECEMBER 12, 2016 - FEBRUARY 21, 2017**
Local Government Unit - Cabanatuan City Hall, Philippines
Through Office of the City Treasurer - Records Division
 - Responsible on sorting, attaching receipts, updating the payment and weekly arranging and checking Land Property Tax Account Records
- **ADMIN INTERN** **APRIL 23 - JUNE 21, 2018**
Criminal Investigation and Detection Group - Provincial Field Unit 3
Old Capitol Compound, Cabanatuan City, Philippines
 - Responsible for mug shots, sending all reports in regional units through e-mails, sorting Arrest Warrants by city and municipality, encoding arrestee's operational reports, answering calls and weekly and monthly encoding detainee's released paper and detained per day

ADDITIONAL INFORMATION

Date of Birth: 31/12/1996

Age: 27

Nationality: Filipino

Physically fit to work